

SVQ2 in Housekeeping at SCQF Level 5

Candidate Logbook

SVQ

May 2013

Issue 2

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Section 1: SVQ2 in Housekeeping at SCQF at Housekeeping Level 5

Introduction

This document contains information specific to the SVQ2 in Housekeeping at SCQF Level 5.

National Occupational Standards and SVQs

The standards, Assessment Strategy and qualification structures for hospitality are owned by People 1st Sector Skills Council, who reviewed these National Occupational Standards. The SVQs have been developed from the National Occupational Standards.

The SVQ2 in Housekeeping at SCQF Level 5 gives recognition of candidates' skills, knowledge and understanding. It allows candidates to gain a qualification in the workplace that relates to their job and promotes good working practice.

You can contact the Sector Skills Council (SSC) at:

People 1st
2nd Floor, Armstrong House
38 Market Square
Uxbridge
UB8 1LH

Telephone: 01895 817000

Website: www.people1st.co.uk

SVQs are designed to be assessed in the workplace, or in conditions resembling the workplace. However, simulation of real working practice might be permitted. Where this is allowed it will be shown in the individual units, within the standards that are in this logbook.

Simulation must be carried out in conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE).

Which SVQ in Housekeeping is available?

SVQ2 in Housekeeping at SCQF Level 5

Who is this SVQ for?

This course is most suitable for staff working as housekeepers or cleaning staff in small hotels, guest houses, B&Bs, care homes or other private residential establishments.

What is the structure of the SVQ2 in Housekeeping at SCQF Level 5

To achieve the whole qualification at Level 5, you must prove competence in all **three mandatory units** and **seven optional units**.

For health and safety reasons, it is strongly recommended that candidates complete Unit 2HK2/10 – 'Work using different chemicals and equipment'.

Mandatory units for the SVQ2 in Housekeeping at SCQF Level 5

You must achieve **all** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
1	1Gen1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1Gen4/09	Work effectively as part of a hospitality team	3	4
3	2HK1/10	Clean and service a range of areas	3	5

Optional units for the SVQ2 in Housekeeping at SCQF Level 5

You must achieve **seven** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
4	1HK1/10	Collect linen and make beds	3	4
5	1HK2/10	Clean windows from the inside	2	4
6	2HK7/10	Carry out periodic room servicing and deep cleaning	3	5
7	2HK2/10	Work using different chemicals and equipment	4	5
8	2HK3/10	Maintain housekeeping supplies	3	5
9	2HK4/10	Clean, maintain and protect hard floors (Asset Skills)	4	5
10	2HK5/10	Clean and maintain soft floors and furnishings (Asset Skills)	4	5
11	2HK6/10	Provide a linen service	3	5
12	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5
13	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
14	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5

Section 2: Examples of forms

Collecting your evidence

This section contains examples of the forms you, your assessor and the internal verifier will use while you are undertaking your SVQ2 in Housekeeping at SCQF Level 5.

The forms are:

- Form 1: Portfolio title page
- Form 2: Personal profile
- Form 3: Contents checklist
- Form 4: Index of evidence
- Form 5: Unit assessment plan
- Form 6: Unit sign-off record
- Form 7: Work log
- Form 8: Observation record
- Form 9: Witness testimony
- Form 10: Expert witness evidence record
- Form 11: Record of questions and candidate's answers.

You should ask your assessor for further advice and support if you are still unsure about how to use the forms and who should complete them.

Example form 1 – Portfolio title page

Name:	
Job title:	
Name of employer/training provider/college:	
Their address:	
Postcode:	
Telephone number (Home):	(Work):
Email address:	Fax number:
SVQ:	
Level:	
Units submitted for assessment:	
Mentor/Supervisor:	
(Please provide details of mentor's/supervisor's experience):	
Assessor:	Date:

Example form 2 – Personal profile

Name:	
Address:	
Postcode:	
Telephone number (Home):	(Work):
Email address:	Fax number:
Job title:	
Relevant experience	
Description of your current job:	
Previous work experience or attach copy of a current CV:	
Qualifications and training and/or attach copy of a current CV:	

continued overleaf...

Voluntary work/interests:

Name of employer/training provider/college:

Address:

Postcode:

Telephone number (work):

Fax number:

Email address:

Type of business, if employer:

Number of staff:

Structure of organisation (including chart or diagram if available):

Example form 3 – Contents checklist

SVQ title:		
Candidate:		
	Completed?	Page/section number
Title page for the portfolio		
Personal profile • your own personal details • a brief CV or career profile • description of your job • information about your employer/training provider/college		
Summary of the units		
Completed units • signed by yourself, your assessor and the internal verifier (where relevant) • reference numbers included • unit assessment plans		
Unit progress records		
Index of evidence (with cross-referencing information completed)		
Evidence (with reference numbers) • observation records • details of witnesses (witness testimony sheets) • personal statements		

Example form 4 – Index of evidence

[illegible]

Example form 5 – Unit assessment plan

SVQ title:				
Unit:				
Candidate:			Assessor:	
Normal working activities performed				
	Typical evidence	Work area	Expected completion date	Links to other units/elements
Element:				
Element:				
Element:				
Activities needing to be performed				
Element:				
Element:				
Element:				
Additional comments				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Example form 6 – Unit sign-off record

SVQ title and level:									
Candidate:									
Assessor:									
To achieve the whole qualification, you must prove competence in all three mandatory units and seven optional units. Unit checklist: list here the units you will be undertaking, then circle the reference number of each unit as you complete it.									
Mandatory									
Optional									

Mandatory units			
Unit number	Title	Assessor's signature	Date

continued overleaf...

Example form 7 – Work Log

SVQ title and level:				
Unit/element(s):				
Candidate:				
Purpose of statement:				
Evidence index number:				
Date	Evidence index number	Details of statement	Links to other evidence <i>(enter numbers)</i>	Units, elements and PCs covered
Candidate's signature:			Date:	
Assessor's signature:			Date:	

Example form 8 – Observation record

SVQ title and level:	
Unit/element(s):	
Candidate:	Date of observation:
Evidence index number:	
Skills/activities observed:	PCs and range covered:
Knowledge and understanding apparent from this observation:	
Other units/elements to which this evidence may contribute:	
Assessor comments and feedback to candidate:	
I can confirm the candidate's performance was satisfactory.	
Assessor's signature:	Date:
Candidate's signature:	Date:

Example form 9 – Witness testimony

SVQ title and level:	
Candidate name:	
Evidence index number:	
Where applicable, evidence number to which this testimony relates:	
Unit:	
Element(s):	
Range:	
Date of evidence:	
Witness name:	
Relationship to candidate:	
Details of testimony:	
I can confirm the candidate's evidence is authentic and accurate.	
Witness signature:	
Name:	Date:
Contact telephone number:	

<i>Please tick (✓) the appropriate box.</i>	
☐	Qualified as an assessor for workplace performance
☐	Familiar with the SVQ standards to which the candidate is working

Example form 10 – Expert witness evidence record

SVQ title and level:	
Candidate name:	
Evidence index number:	
Where applicable, evidence number to which this testimony relates:	
Unit:	
Element(s):	
Date of evidence:	
Expert witness name:	
Relationship to candidate:	
Details of testimony:	
I can confirm the candidate's evidence is authentic and accurate.	
Expert witness signature:	
Name:	Date:
Contact telephone number:	

<i>Please tick (✓) the appropriate box.</i>	
☐	Qualified as an assessor for workplace performance
☐	Relevant professional work role that involves evaluating everyday staff practice
☐	Current expertise
☐	Familiar with the SVQ standards to which the candidate is working

Example form 11 – Record of questions and candidate's answers

SVQ title and level:	
Candidate name:	
Unit:	Element(s):
Evidence index number:	
Circumstances of assessment:	
List of questions and candidate's responses:	
Q:	
A:	
Q:	
A:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Section 3: Logbook

	Page number
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Mandatory units

Unit 1:

Maintain a safe, hygienic and secure working environment

Unit code: 1GEN1/09
Unit credit: 3
SCQF Unit level: 4

Introduction

This unit is about basic health, hygiene, safety and security. This includes maintaining a clean and hygienic personal appearance, getting any cuts and grazes treated, and reporting illnesses and infections. The unit also covers safety and security in your workplace — helping to spot and deal with hazards and following emergency procedures when necessary.

This unit links to all of the units in the hospitality suite of occupational standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Your responsibilities under the Health and Safety at Work Act		
K2 Why it is important to work in a healthy, safe and hygienic way		
K3 Where you can get information about health, hygiene and safety in your workplace		
For Element 1GEN1/09.1 Maintain personal health and hygiene		
K4 General rules on hygiene that you must follow		
K5 Why correct clothing, footwear and headgear should be worn at all times		
K6 Why it is important to maintain good personal hygiene		
K7 What you should do if you have cuts, grazes and wounds and why it is important		
For Element 1GEN1/09.2 Help to maintain a hygienic, safe and secure workplace		
K8 The types of hazards that you may find in your workplace and how to deal with these correctly		
K9 Hazards you can deal with yourself and hazards that you must report to someone else		
K10 How to warn other people about hazards and why this is important		
K11 Why you should report accidents and near accidents and who you should report these to		
K12 Types of emergencies that may happen in your workplace and how to deal with these		
K13 Where to find first-aid equipment and who the registered first-aider is in your workplace		
K14 Safe lifting and handling techniques that you must follow		
K15 Other ways of working safely that are relevant to your job and why these are important		
K16 Your organisation's emergency procedures, in particular for fire, and how you should follow these		
K17 The possible causes of fire in your workplace		

Knowledge	Type of evidence	Date
K18 What you can do to minimise the risk of fire K19 Where to find fire alarms and how to set them off K20 Why you should never approach a fire unless it is safe to do so K21 Why it is important to follow fire safety laws K22 Your organisation's security procedures and why these are important K23 The correct procedures for dealing with customer property K24 Why it is important to report all usual/non-routine incidents to the appropriate person		

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 1GEN1/09.1

Maintain personal health and hygiene

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Wear clean, smart and appropriate clothing, footwear and headgear									
2 Keep your hair neat and tidy and wear it in line with your organisation's standards									
3 Make sure any jewellery, perfume and cosmetics you wear are in line with your organisation's standards									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
4 Get any cuts, grazes and wounds treated by the proper person									
5 Report illness and infections promptly to the proper person									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
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I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 1GEN1/09.2

Help to maintain a hygienic, safe and secure workplace

What you must cover

C1 — **Hazards** *(at least **one** from the following)*

- a) relating to equipment
- b) relating to areas where you work
- c) relating to personal clothing

C2 — **Ways of dealing with hazards** *(at least **one** from the following)*

- a) putting them right yourself
- b) reporting them to appropriate colleagues
- c) warning other people

C3 — **Emergency procedures** *(at least **one** from the following)*

- a) fire
- b) threat
- c) security

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6 Keep a look out for hazards in your workplace									
7 Identify any hazards or potential hazards and deal with these correctly									
8 Report any accidents or near accidents quickly and accurately to the proper person									
9 Follow health, hygiene and safety procedures in all your work									
10 Practise emergency procedures correctly									
11 Follow your organisation's security procedures									

Element: 2GEN1/09 Help to maintain a hygienic, safe and secure workplace									
What you must cover:									
(Assessor to record range with reference to element requirements)									
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Hazards									
a Relating to equipment									
b Relating to areas where you work									
c Relating to personal clothing									
C2 Ways of dealing with hazards									
a Putting them right yourself									
b Reporting them to appropriate colleagues									
c Warning other people									

Element: 2GEN1/09 Help to maintain a hygienic, safe and secure workplace (<i>continued</i>)									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Emergency procedures									
a Fire									
b Threat									
c Security									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Unit 2: Work effectively as part of a hospitality team

Unit code: 1GEN4/09

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about making a useful contribution to the work of a team, that is the people you work with. 'Team' includes your line manager or supervisor as well as other people in your team working at the same level as yourself. The unit includes accurately following instructions; working on time; helping others when they need help; communicating with the people you work with; getting feedback on what you do well and where you could improve and continuing to learn and develop yourself.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
Plan and organise your work		
K1 Why it is essential to understand the requirements of the work K2 The benefits to you and your team of planning and organising your work K3 How to make the most efficient use of your time and avoid things that may unnecessarily disrupt it K4 The benefits of keeping everything you need for your work organised and available K5 Why it is important to keep your work area clean and tidy K6 Why it is important to keep waste to a minimum K7 When to ask for help and who you can ask		
Work effectively with team members		
K8 Why effective teamwork is important K9 The people in your team and how they fit into the organisation K10 The responsibilities of the team and why it is important to the organisation as a whole K11 How to maintain good working relationships with team members K12 How to determine if helping a team member will prevent you from completing your own work on time K13 The limits of your job role and what you can and cannot do when helping team members K14 What could be essential information that needs to be passed on to a team member and why you need to pass it on as soon as possible K15 The types of behaviour that help the team to work well and the types that do not K16 Why you should report any problems with working relationships to your line manager K17 How to communicate clearly and why it is important		

Knowledge	Type of evidence	Date
Develop your own skills		
K18 Why it is important to improve your knowledge and skills		
K19 How to get feedback from team members and how this can help you		
K20 How a learning plan should help to improve your work		
K21 Why it is important to review your action/learning plan regularly		

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements / witness testimony
	RA = personal statements and /or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Plan and organise your work 1GEN4/09.2

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Make sure you understand the requirements of the work									
2 Ask questions about things you do not understand									
3 Accurately follow instructions									
4 Plan your work by prioritising tasks in order of importance									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5 Keep everything you need for your work organised and available									
6 Keep your work area as clean and tidy as possible									
7 Keep waste to a minimum									
8 Ask for help from the relevant person if you need it									
9 Provide work on time and as agreed									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Work effectively with team members 1GEN4/09.2

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
10 Give team members help when they ask for it									
11 Make sure the help you give them is within the limits of your job role									
12 Make sure the help you give does not prevent you from completing your own work on time									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
13 Pass on important information to team members as soon as possible									
14 Maintain good working relationships with team members									
15 Report any problems with working relationships to the relevant person									
16 Communicate clearly and effectively with team members									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Develop your own skills 1GEN4/09.2

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
17 Seek feedback on your work and deal with this feedback positively									
18 Identify, with the relevant person, aspects of your work which are up to standard and areas that you could improve									
19 Agree what you have to do to improve your work									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
20 Agree an action/learning plan with the relevant person									
21 Seek opportunities to review and develop your plan									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Unit 3: Clean and service a range of areas

Unit code: 2HK1/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about daily cleaning routines. It covers cleaning toilet and bathroom areas, floors, walls and mirrors. It also covers cleaning furnished areas and disposing of both hazardous and non-hazardous waste.

When you have completed this unit, you will have proved you can:

- 2HK1/10.1 Clean and service toilet and bathroom areas
- 2HK1/10.2 Clean and service furnished areas
- 2HK1/10.3 Dispose of waste.

What some of the words in this unit mean

Protective clothing for example, uniform and gloves

Hazardous waste for example, chemicals and sharp objects

Non-hazardous waste for example, paper

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 What to do if customers are present when you are cleaning rooms. K2 Why it is important to prepare the area and yourself, before cleaning and disposing of waste K3 The types of items in bathrooms and bedrooms that may need maintenance and repair K4 Why it is important to report items needing repair and who to report them to K5 Types of records you may need to keep in relation to cleaning K6 Why the work area needs to be inspected on completion		
For Element 2HK1/10.1 Clean and service toilet and bathroom areas		
K7 Your organisation's standards for cleaning toilet and bathroom areas K8 Why hazard signs are sometimes needed in preparing the work area K9 What materials and equipment are used for cleaning different areas of the bathroom, and how to choose the correct one K10 The types of unexpected situations that may happen when you are cleaning bathrooms and toilets, and how to deal with these		
For Element 2HK1/10.2 Clean and service furnished areas		
K11 Your organisation's standards for cleaning in furnished areas K12 Safe lifting and carrying techniques and why you should always use these K13 What materials and equipment are used for cleaning different furnished areas, and how to choose the correct one K14 Why certain areas need to be kept secure from unauthorised access K15 The types of unexpected situations that may happen when you are cleaning furnished areas, and how to deal with these		

Knowledge	Type of evidence	Date
For Element 2HK1/10.3 Dispose of waste		
K16 How to identify different types of waste, and how different types of waste should be disposed of		
K17 What materials and equipment are used for waste disposal		
K18 The types of problems and unexpected situations that may happen when you are disposing of waste and how to deal with these		

Additional evidence (if applicable):

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Element 2HK1/10.1

Clean and service toilet and bathroom areas

What you must cover

C1 — **Preparations** (*at least **one** from the following*)

- a) use of protective clothing
- b) put up hazard warning signs
- c) protect surrounding areas

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Prepare the bathroom and toilet area for cleaning									
2 Choose the correct cleaning equipment and materials for each part of the toilet and bathroom area									
3 Clean the toilet and surrounding areas correctly									
4 Clean the bathroom appliances and surrounding areas correctly									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5 Clean the floors, walls, mirrors and other areas correctly and leave the whole area tidy									
6 Identify and report anything that needs maintenance or repair									
7 When required, complete and pass on any records of your work									
8 Carry out a final check of the area to make sure it will satisfy the customer									

Element: 2HK1/10.1 Clean and service toilet and bathroom areas									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Preparations									
a Use of protective clothing									
b Put up hazard warning signs									
c Protect surrounding areas									

Additional evidence (if applicable):

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Element 2HK1/10.2

Clean and service furnished areas

What you must cover

C2 — **Preparations** (*at least **one** from the following*)

- a) use of protective clothing
- b) use hazard warning signs
- c) protect vulnerable surrounding areas

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
9 Prepare furnished areas for cleaning									
10 Choose the correct cleaning equipment and materials for each part of the area									
11 Clean the floor covering according to workplace procedures									
12 Clean the furniture according to workplace procedures									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
13 Clean mirrors, wall coverings and any other surfaces and leave the whole area tidy									
14 Identify and report anything that needs maintenance or repair									
15 Complete and pass on any records of your work correctly									
16 Carry out a final check of the area to make sure it will satisfy the customer									

Element: 2HK1/10.2 Clean and service furnished areas									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Preparations									
a Use of protective clothing									
b Put up hazard warning signs									
c Protect vulnerable surrounding areas									

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Element 2HK1/10.3

Dispose of waste

What you must cover

C3 — **Waste** (*at least **one** from the following*)

- a) hazardous waste
- b) non-hazardous waste

C4 — **Collection methods** (*at least **two** from the following*)

- a) external collection
- b) incineration/compression
- c) recycling

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
17 Wear appropriate clothing									
18 Prepare the waste for despatch, making sure you handle it carefully									
19 Sanitise the waste containers following your workplace procedures									

Element: 2HK1/10.3 Dispose of waste									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Waste									
a Hazardous waste									
b Non-hazardous waste									
C4 Collection Methods									
c External collection									
d Incineration/ compression									
e recycling									

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Optional units

Unit 4:

Collect linen and make beds

Unit code: 1HK1/10

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about stripping and making beds, handling linen and bed coverings, as well as collecting bed coverings and moving them to the rooms.

When you have completed this unit, you will have proved you can:

- 1HK1/10.1 Collect clean linen and bed coverings
- 1HK1/10.2 Strip and make beds.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Safe lifting and handling techniques and why you should always use them		
K2 Your organisation's standards for linen and bed coverings		
K3 Why you should keep soiled linen separate from clean linen		
For Element 1HK1/10.1 Collect clean linen and bed coverings		
K4 Why you must keep your linen and linen store secure		
K5 Why it is important to check linen to make sure it is clean and up to standard		
K6 The types of problems that may happen when you are choosing and collecting linen from the linen store and how to deal with these		
For Element 1HK1/10.2 Strip and make beds		
K7 The correct way to deal with soiled linen		
K8 The right way to sort different fabrics		
K9 Your organisation's procedures for making and re-sheeting beds		
K10 Why it is important to use the right-sized linen		
K11 The types of problems or unexpected situations — including customer incidents — that may happen when stripping and making beds and how to deal with these.		
K12 How to spot and what procedures to use, if encountering bedbugs or other infestations		

Additional evidence (if applicable):

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Element 1HK1/10.1

Collect clean linen and bed coverings

What you must cover

C1 — **Linen and bed coverings** (*at least **five** from the following*)

- a) sheets
- b) blankets/duvets
- c) bedspreads/throws
- d) pillow cases/sheets
- e) waterproof sheets
- f) valances
- g) mattress protectors
- h) duvets/pillows
- i) bathroom linen

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Choose and collect the linen and bed coverings that you need for your work schedule									
2 Make sure the linen and bed coverings meet your organisation's standards									
3 Handle and move the linen and bed coverings safely									
4 Keep your linen store safe and secure									

Element: 1HK1/10.1 Collect clean linen and bed coverings

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Linen and bed coverings									
a Sheets									
b Blankets/duvets									
c Bedspreads/throws									
d Pillow cases/sheets									
e Waterproof sheets									
f Valances									
g Mattress protectors									
h Duvets/pillows									
i Bathroom linen									

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Element 1HK1/10.2

Strip and make beds

What you must cover

C2 — **Linen and bed coverings** (*at least **five** from the following*)

- a) sheets
- b) blankets/duvets
- c) bedspreads/throws
- d) waterproof sheets
- e) valances
- f) mattress protectors
- g) duvets/pillows
- h) pillowcases/sheets

C3 — **Beds** (*at least **one** from the following*)

- a) double/single beds
- b) cots/folding beds
- c) zip and link
- d) sofa beds

C4 — **Customer** (*at least **one** from the following*)

- a) new
- b) stay over

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5 Strip all linen and bed covering from the beds									
6 Handle and store soiled linen and bed coverings correctly									
7 Get the bed ready for making									
8 Make sure the bed base, bed head, linen and bed coverings are clean and not damaged									
9 Make the bed to premises standards with the correct linen and bed coverings									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
10 Leave the bed neat, smooth and ready for use									
11 Deal with customers' personal property according to your organisation's procedures									

Element: 1HK1/10.2 Strip and make beds									
What you must cover:									
(Assessor to record range with reference to element requirements)									
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C2 Linen and bed coverings									
a Sheets									
b Blankets/duvets									
c Bedspreads/throws									
d Pillow cases/sheets									
e Waterproof sheets									
f Valances									
g Mattress protectors									
h Duvets/pillows									

Element: 1HK1/10.2 Strip and make beds (<i>continued</i>)									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Beds									
a Double/single beds									
b Cots/folding beds									
c Zip and link									
d Sofa beds									
C4 Customer									
a new									
b stay over									

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Unit 5:

Clean windows from the inside

Unit code: 1HK2/10

Unit credit: 2

SCQF Unit level: 4

Introduction

This unit is about cleaning the inside surfaces of windows, using appropriate cleaning equipment and materials. The unit does not require you to work above hand reach height.

When you have completed this unit, you will have proved you can:

- 1HK2/10.1 Prepare to clean windows from the inside
- 1HK2/10.2 Clean the inside surfaces of windows.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Your organisation's standards for windows K2 How frequently windows should be cleaned in your organisation K3 Why you should wear protective clothing when cleaning K4 Why you should not mix cleaning materials K5 Why you should follow manufacturers' instructions when using cleaning equipment and materials K6 The types of problems you might come across when cleaning windows and how to deal with these K7 What to do if window areas are above hand reach height		
For Element 1HK2/10.1 Prepare to clean windows from the inside		
K8 Why it is important to prepare windows and surrounding areas for cleaning K9 Why you should identify and report any loose or damaged surfaces K10 The types of equipment and materials you should use for loose dirt and dirt that is hard to remove		
For Element 1HK2/10.2 Clean the inside surfaces of windows		
K11 Why you should report any dirt that you cannot remove K12 Why you should leave frames and sills dry		

Additional evidence (if applicable):

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Element 1HK2/10.1

Prepare to clean windows from the inside

What you must cover

C1 — **Preparation of work area** (*at least **two** from the following*)

- a) use of protective clothing
- b) put up hazard warning signs
- c) protect surrounding areas

C2 — **Surfaces** (***both** of the following*)

- a) windows
- b) window frames

C3 — **Cleaning equipment and materials** (*at least **two** from the following*)

- a) cloths
- b) cleaning chemicals
- c) squeegees

C4 — **Dirt** (*at least **one** from the following*)

- a) loose dirt
- b) dirt that is hard to remove

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Prepare your working area and equipment									
2 Inspect the surface to be cleaned									
3 Identify any damaged or loose surfaces									
4 Report damaged or loose surfaces to the relevant person and ask for advice									
5 Choose cleaning materials and methods that are appropriate to your work schedule, the type of dirt and the surface you are going to clean									

Element: 1HK2/10.1 Prepare to clean windows from the inside									
What you must cover:					(Assessor to record range with reference to element requirements)				
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Preparation of work area									
a Use of protective clothing									
b Put up hazard warning signs									
c Protect surrounding areas									
C2 Surfaces									
a windows									
b window frames									
C3 Cleaning equipment and materials									
a cloths									
b cleaning chemicals									
c squeegees									

Element: 1HK2/10.1 Prepare to clean windows from the inside (<i>continued</i>)									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Dirt									
a Loose dirt									
b Dirt that is hard to remove									

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Element 1HK2/10.2

Clean the inside surfaces of windows

What you must cover

C2 — **Surfaces** (***both** of the following*)

- a) windows
- b) frames

C4 — **Dirt** (*at least **one** from the following*)

- a) loose dirt
- b) dirt that is hard to remove

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6 Apply the cleaning agent to the surface in a controlled way, following the manufacturer's instructions and recommendations									
7 Loosen dirt that is stuck on to the surface without causing damage									
8 Clean thoroughly and remove any dirt without damaging the surface									
9 Report any dirt that you cannot remove to the relevant person									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
10 Leave windows and glass dry and smear free									
11 Make sure that frames and sills are dry									
12 Put the work area back as you found it									

Element: 1HK2/10.2 Clean the inside surfaces of windows										
What you must cover:		(Assessor to record range with reference to element requirements)								
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	
C2 Surfaces										
a windows										
b window frames										
C4 Dirt										
a Loose dirt										
b Dirt that is hard to remove										

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Unit 6:

Carry out periodic room servicing and deep cleaning

Unit code: 2HK7/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about carrying out periodic deep cleaning of hotel rooms. It covers activities such as turning mattresses, changing curtains, high dusting, cleaning carpet edges, skirting boards and paintwork.

When you have completed this unit, you will have proved you can:

- 2HK7/10.1 Carry out periodic room servicing
- 2HK7/10.2 Carry out periodic deep cleaning.

What some of the words in this unit mean

Protective clothing for example, uniform and gloves

High dusting for example, lamp shades, light bulbs, picture rails

Specialist maintenance for example, replacing faulty items

Soft furnishings including blankets and bedspreads

Curtains and drapes including net curtains and shower curtains

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 The schedule for periodic room servicing and deep cleaning in your organisation		
K2 Why it is important to follow this schedule		
K3 Why the work area needs to be inspected on completion		
K4 Your organisation's quality standards for the appearance and cleanliness of rooms		
K5 Areas and items that may need specialist maintenance and how to report these		
For Element 2HK7/10.1 Carry out periodic room servicing		
K6 How to identify items that need replacing and obtain the correct items		
K7 The correct procedures for dealing with items you have replaced		
For Element 2HK7/10.2 Carry out periodic deep cleaning		
K8 The preparations that you need to carry out for periodic deep cleaning and why these are important		
K9 The equipment and materials that you need for periodic deep cleaning and how to obtain them		
K10 How to use the equipment and materials efficiently and safely		
K11 Health and safety requirements for high dusting		

Additional evidence (if applicable):

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Element 2HK7/10.1

Carry out periodic room servicing

What you must cover

C1 — **Periodic room servicing** (*at least **one** from the following*)

- a) turning mattresses
- b) changing curtains and drapes
- c) changing other soft furnishings as required

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Make sure you have the necessary information about the schedule and requirements for periodic room servicing									
2 Obtain the necessary stock to replace items in the room									
3 Carry out the required periodic room servicing									
4 Leave the room in the required condition									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5 Follow the correct procedures for items you have replaced									
6 Identify and report anything that needs specialist maintenance									

Element: 2HK7/10.1 Carry out periodic room servicing									
What you must cover:									
(Assessor to record range with reference to element requirements)									
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Periodic room servicing									
a Turning mattresses									
b Changing curtains and drapes									
c Changing other soft furnishings as required									

Additional evidence (if applicable):

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Element 2HK7/10.2

Carry out periodic deep cleaning

What you must cover

C2 — **Preparations** (*at least **two** from the following*)

- a) use of appropriate protective clothing
- b) move furniture to clean underneath
- c) protect vulnerable surrounding areas

C3 — **Periodic deep cleaning** (*at least **five** from the following*)

- a) high dusting
- b) vacuum under furniture and carpet edges
- c) clean shower rails, plug traps, drains, gulleys and behind pedestals
- d) clean pull cords, plugs and switches
- e) clean skirting boards and other paintwork
- f) clean air vents and extractors

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
7 Make sure you have the necessary information about the schedule and requirements for periodic deep cleaning									
8 Prepare areas for periodic deep cleaning									
9 Choose the correct cleaning equipment and materials for each part of the area									
10 Carry out periodic deep cleaning as required									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
11 Leave the room in the required condition									
12 Identify and report any items that need specialist maintenance									

Element: 2HK7/10.2 Carry out periodic deep cleaning									
What you must cover: (Assessor to record range with reference to element requirements)									
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C2 Preparations									
a Use of appropriate protective clothing									
b Move furniture to clean underneath									
c Protect vulnerable surrounding areas									
C3 Periodic deep cleaning									
a High dusting									
b Vacuum under furniture and carpet edges									
c Clean showers rails, plug traps, drains, gulleys and behind pedestals									

Element: 2HK7/10.2 Carry out periodic deep cleaning (<i>continued</i>)										
What you must cover:										
(Assessor to record range with reference to element requirements)										
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	
d Clean pull cords, plugs and switches										
e Clean skirting boards and other paintwork										
f Clean air vents and extractors										

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Unit 7:

Work using different chemicals and equipment

Unit code: 2HK2/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about choosing the right cleaning chemicals, using the chemicals correctly and disposing of them safely. This unit also covers using manual equipment (such as wet mops, dry mops, dusters and buckets) and electrical equipment (such as suction cleaners and spray extractors).

When you have completed this unit, you will have proved you can:

- 2HK2/10.1 Work using different chemicals
- 2HK2/10.2 Work using manual equipment
- 2HK2/10.3 Work using electrical equipment.

What some of the words in this unit mean

Protective clothing for example, gloves and overalls

Relevant documentation any records of the use of chemicals required in your organisation

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Basic legal requirements relating to safe working practices when using cleaning chemicals		
K2 The warning signs used on cleaning chemical containers and what they mean		
For Element 2HK2/10.1 Work using different chemicals		
K3 How to select appropriate chemicals for the full range of cleaning jobs in this element		
K4 Why it is important to wear protective clothing when using chemicals		
K5 Why it is dangerous to mix certain types of chemicals together		
K6 Why it is important to follow manufacturers' instructions on cleaning chemicals		
K7 What might happen if you do not follow the relevant legal requirements for this sort of work		
K8 Why work routines and sequences need to be followed		
K9 What preparations should be made to the work area before using chemicals		
K10 Documents you need to complete when using chemicals		
K11 The types of problems and unexpected situations that may happen when you are preparing and using chemicals, and how to deal with these		
For Element 2HK2/10.2 Work using manual equipment		
K12 Basic legal requirements relating to safe working practices when using manual cleaning equipment		
K13 How to choose manual cleaning equipment for the types of cleaning you carry out		
K14 Why it is important to follow the manufacturer's instructions for manual equipment		
K15 Why the equipment should be cleaned and stored correctly after use		
K16 The types of problems and unexpected situations that may happen when you are preparing and using manual cleaning equipment and how to deal with these		

Knowledge	Type of evidence	Date
For Element 2HK2/10.3 Work using electrical equipment		
K17 Current relevant legislation relating to safe working practices when using cleaning chemicals and electrical equipment K18 The main dangers when using electrical equipment and how to avoid these K19 Safe handling and lifting techniques K20 Why safe carrying and lifting techniques should be used K21 What factors need to be taken into account when using electrical equipment K22 The types of problems and unexpected situations that may happen when you are preparing and using electrical cleaning equipment and how to deal with these		

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Element 2HK2/10.1

Work using different chemicals

What you must cover

C1 — **Chemicals** (*at least **three** from the following*)

- a) multi-surface cleaner
- b) toilet cleaner
- c) glass cleaner
- d) air freshener
- e) polish
- f) sanitizer
- g) other

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Choose the right chemicals for the area you are going to clean									
2 Wear the appropriate protective clothing									
3 Prepare and use the chemicals in line with the manufacturers' instructions, using the correct equipment									
4 Store the chemicals securely									
5 Complete any relevant documentation in line with your organisation's procedures									

Element: 2HK2/10.1 Work using different chemicals									
What you must cover:									
(Assessor to record range with reference to element requirements)									
Portfolio reference	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Chemicals									
a Multi-surface cleaner									
b Toilet cleaner									
c Glass cleaner									
d Air freshener									
e Polish									
f sanitizer									
g other									

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Element 2HK2/10.2

Work using manual equipment

What you must cover

C2 — **Manual equipment** (*at least **five** from the following*)

- a) mop systems for wet use
- b) mop systems for dry use
- c) colour-coded cloths
- d) duster
- e) bucket
- f) sponge/non-abrasive pad
- g) brushes
- h) dustpan
- i) abrasive pad

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6 Choose the correct piece of equipment for the area that you are going to clean									
7 Prepare the area for cleaning									
8 Use the equipment safely, correctly and where appropriate using appropriate chemicals									
9 Leave the area clean and tidy and free from debris									
10 Store equipment in line with your organisation's procedures									

Element: 2HK2/10.2 Work using manual equipment

What you must cover:

(Assessor to record range with reference to element requirements)

Portfolio reference	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C2 Manual equipment									
a mop systems for wet use									
b mop systems for dry use									
c colour-coded cloths									
d duster									
e bucket									
f sponge/non-abrasive pad									
g brushes									
h dustpan									
i abrasive pad									

Additional evidence (if applicable):

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Element 2HK2/10.3

Work using electrical equipment

What you must cover

C3 — **Electrical equipment** (*at least **one** from the following*)

- a) vacuum cleaners
- b) suction dryers
- c) polishers/burnishers
- d) scrubbers
- e) spray extractors

C4 — **Attachments** (*at least **two** from the following*)

- a) hard/soft floor attachments
- b) upholstery attachments
- c) brushes/pads
- d) crevice tools
- e) spray extractors/nozzles
- f) hoses

C5 — **Chemicals** (*at least **two** from the following*)

- a) carpet shampoo
- b) foam inhibitor
- c) spray polish
- d) floor maintainer
- e) floor stripper
- f) degreasers
- g) greasy stain removers
- h) non-greasy stain removers
- i) cleaning granules

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
11 Choose the correct equipment and chemicals for the area you are going to clean									
12 Check that the equipment is safe to use									
13 Select and use the correct attachments for the equipment									
14 Use the equipment, attachments and chemicals in line with manufacturers' instructions									
15 Store the equipment and attachments correctly and in line with the manufacturers' instructions									

Element: 2HK2/10.3 Work using electrical equipment

What you must cover:									
(Assessor to record range with reference to element requirements)									
Portfolio reference	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Electrical equipment									
a vacuum cleaners									
b suction dyers									
c polishers/burnishers									
d scrubbers									
e spray extractors									
C4 Attachments									
a hard/soft floor attachments									
b upholstery attachments									
c brushes /pads									
d crevice tools									
e spray extractors/nozzles									
f hoses									

Element: 2HK2/10.3 Work using electrical equipment (<i>continued</i>)									
What you must cover:		(Assessor to record range with reference to element requirements)							
Portfolio reference	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C5 Chemicals									
a carpet shampoo									
b foam inhibitor									
c spray polish									
d floor maintainer									
e floor stripper									
f degreasers									
g greasy stain removers									
h non-greasy stain removers									
i cleaning granules									

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Unit 8: Maintain housekeeping supplies

Unit code: 2HK3/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about receiving housekeeping supplies and checking for any discrepancies in deliveries. It also covers storing housekeeping supplies correctly and issuing the right supplies to other staff.

When you have completed this unit, you will have proved you can:

- 2HK3/10.1 Receive and check housekeeping supplies
- 2HK3/10.2 Store and issue housekeeping supplies.

What some of the words in this unit mean

Internal suppliers for example, from other departments in your organisation

Receiving area anywhere in your workplace where you receive deliveries

Pest infestation for example, rats, mice, cockroaches

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Basic legal requirements relating to safe working practices when handling housekeeping supplies		
For Element 2HK3/10.1 Receive and check housekeeping supplies		
K2 Why you should not accept damaged goods and what you should do if they are delivered		
K3 Safe lifting and handling techniques and why they are important		
K4 Why it is important to keep receiving areas clean and tidy		
K5 Why receiving areas need to be secure from unauthorised access		
K6 What procedures to follow when you identify discrepancies in deliveries/delivery documentation		
K7 What procedures to follow when handling and transporting goods safely to storage areas		
For Element 2HK3/10.2 Store and issue housekeeping supplies		
K8 Why storage conditions are important and what effect they have on housekeeping supplies		
K9 What procedures to follow to correctly and safely store goods		
K10 Why it is important to store housekeeping supplies under the correct conditions — including being clean and tidy		
K11 Why storage areas need to be secured from unauthorised access		
K12 What procedures to follow to proof storage areas for pest infestation		
K13 Why a constant stock of housekeeping supplies should be maintained		
K14 What the minimum and maximum stock levels are		
K15 Why it is important to maintain accurate and complete records of items received, stored and issued		
K16 Why correct stock rotation procedures are important		

Knowledge	Type of evidence	Date
K17 Why it is important to separate different kinds of stock, for example food and chemicals K18 The types of problems and unexpected situations that may happen when you are storing goods and how to deal with these		

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Element 2HK3/10.1

Receive and check housekeeping supplies

What you must cover

C1 — **Deliveries** (*at least **one** from the following*)

- a) external suppliers
- b) internal suppliers

C2 — **Housekeeping supplies** (*at least **two** from the following*)

- a) equipment
- b) materials
- c) customer supplies

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Receive deliveries of housekeeping supplies and check that they are not damaged and are within their use-by-date									
2 Make sure that deliveries match orders and delivery notes									
3 Complete delivery documents accurately									
4 Handle and move housekeeping supplies to storage areas safely and without damage or loss									
5 Keep receiving areas clean, tidy, hygienic and secure									

Element: 2HK3/10.1 Receive and check housekeeping supplies									
What you must cover:		(Assessor to record range with reference to element requirements)							
Portfolio reference	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Deliveries									
a External suppliers									
b Internal suppliers									
C2 Housekeeping supplies									
a Equipment									
b Materials									
c Customer supplies									

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Element 2HK3/10.2

Store and issue housekeeping supplies

What you must cover

C3 — **Housekeeping supplies** (*at least **two** from the following*)

- a) equipment
- b) materials
- c) customer supplies

C4 — **Storage conditions** (*at least **three** from the following*)

- a) lighting
- b) ventilation
- c) temperature
- d) cleanliness

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6 Store housekeeping supplies under the correct storage conditions									
7 Issue housekeeping supplies, ensuring that they are handled in line with manufacturers' instructions									
8 Follow stock rotation and issuing procedures									
9 Report low levels of housekeeping supplies to the appropriate member of staff									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
10 Keep storage areas clean, tidy and hygienic, reporting signs of pest infestation immediately									
11 Secure storage areas against unauthorised access									
12 Refer all tasks outside your area of responsibility to the appropriate member of staff									

Element: 2HK3/10.2 Store and issue housekeeping supplies									
What you must cover:		(Assessor to record range with reference to element requirements)							
Portfolio reference	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Housekeeping supplies									
a equipment									
b materials									
c customer supplies									
C4 Storage conditions									
a lighting									
b ventilation									
c temperature									
d cleanliness									

Additional evidence (if applicable):

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Unit 9: Clean, maintain and protect hard floors

Unit code: 2HK4/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about cleaning, maintaining and protecting semi-hard floors using manual equipment such as brushes, mops and vacuum cleaners. It covers assessing the amount of cleaning that is required, the most suitable cleaning agents and the necessary cleaning equipment.

It is also about employing the correct process when cleaning by removing ground-in dirt before applying the appropriate treatment and ensuring, when your work is complete, that the area is left dry.

It also covers the application of protective coatings, burnishing the floor using appropriate electrical equipment and then reinstating the work area when you have finished.

This unit consists of three elements:

- 2HK4/10.1 Prepare to maintain hard floors
- 2HK4/10.2 Clean hard floors
- 2HK4/10.3 Protect hard floors.

This unit is Unit C2 13 in the Asset Skills suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For Element 2HK4/10.1 Prepare to maintain hard floors		
K1 Examples of hard and semi-hard floors K2 How to prepare for cleaning hard floors K3 The level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene K4 Why it is necessary to remove your personal items and where they should be stored during cleaning K5 Organisational health and safety instructions and why these should be checked against workplace procedures K6 Why there are checks and restrictions in — place for the use of deep cleaning equipment and why these must be adhered to K7 What might happen if you do not take the right safety measures K8 What colour coding means and why it is important K9 The factors that will affect how you clean the floor		
For Element 2HK4/10.2 Clean hard floors		
K10 Why you should clear large items of debris by hand first of all K11 Safe handling techniques for large items of debris K12 Different methods of removing loose dust and debris and how to choose the right one K13 The correct container in which to put dust and debris K14 How to identify different types of spillage		

Knowledge	Type of evidence	Date
For Element 2HK4/10.2 Clean hard floors		
K15 Why it is important to report any spillages you cannot identify and body fluids and not clear these up until you have instructions K16 Different methods of removing spillages and how to choose the right one K17 The available methods of treatment and the most effective and economical to use K18 How to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments K19 The circumstances under which equipment and surfaces should be pre-treated K20 Why treatments should be applied to surfaces evenly and the effects of not doing this K21 Why it is important to report any stains that cannot be removed K22 Why it is important to dispose of left-over cleaning solutions correctly and how to do so K23 Why the floor must be left free of ground-in soil and protective coatings and what might happen if it is not K24 The importance of leaving the floor neutralised and what might happen if it is not		
For Element 2HK4/10.3 Protect hard floors		
K25 The range of protective coatings available and how to choose one that is right for the floor surface K26 How to decide what is the right number of protective coatings K27 How to apply the coating evenly and systematically and why K28 How to burnish the floor systematically, obtaining the required degree of shine K29 How to dispose of unused protective coatings correctly K30 The importance of putting things back as you found them		

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Element 2HK4/10.1

Prepare to maintain hard floors

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Prepare your working area and your equipment so that you can do the job efficiently, correctly and safely									
2 Ensure your level of personal hygiene meets the business' standards and is maintained throughout the cleaning process									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
3 Ensure that the required personal protective equipment is available for use and is used when undertaking cleaning of floors									
4 Identify the correct equipment/work area for treatment and decide on the most effective and economical treatment to provide									
5 Identify and report damaged or deteriorating surfaces and/or those which may require restorative work									
6 Look for and note any factors that will affect how you clean the floor									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7 Note any standards that need to be applied to the work other than your supervisor's instructions, for example instructions held by the customer relative to the surface you are to treat or any slip resistance factor you must restore									
8 Make sure there is enough ventilation in the work area for your comfort when carrying out cleaning, and to aid any drying process									
9 Choose equipment and cleaning agents that are right for the floor, the amount of ground-in soil and the protective coating									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
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Element 2HK4/10.2

Clean hard floors

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
10 Safely clear any large items of debris by hand first of all									
11 Remove the loose dust and debris carefully and safely without causing the dust to spread									
12 Report any bodily fluid or other spillages that you cannot identify to the person in charge and only clear them up when they tell you									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
13 Choose a method of clearing up the spillage that is right for the floor and the size and type of spillage									
14 Soften ground-in soil and stains before trying to remove them									
15 Carry out test cleans in an area where marks are least likely to be noticed									
16 Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the surface									
17 Report any stains that you cannot remove									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
18 Leave the floor free of ground-in soil and protective coating, neutralised, dry and free of smears									
19 Put the area back as you found it									
20 Dispose of any unused cleaning treatments and waste products according to workplace guidelines									

Additional evidence (if applicable):

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Element 2HK4/10.3

Protect hard floors

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
21 Choose a protective coating and equipment that is right for the floor surface									
22 Apply the required number of protective coatings evenly and systematically, following manufacturer's instructions									
23 Leave the floor dry, with an even finish									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
24 Leave the floor free of dust									
25 Dispose of any unused materials correctly and put everything back in the right place									

Additional evidence (if applicable):

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Unit 10: Clean and maintain soft floors and furnishings

Unit code: 2HK5/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about cleaning soft floors or furnishings, including the removal of stains and applying independent treatments to carpets and soft furnishings.

This unit covers a range of specialist methods including: dry suction, pile agitation, bonnet mopping absorption, dry powder extraction, water extraction, dry solvent application, shampooing, and pile realignment.

When you have completed this unit, you will have proved you can:

- 2HK5/10.1 Prepare to maintain soft floors or furnishings
- 2HK5/10.2 Maintain soft floors and furnishings.

This unit is Unit C2 14 in the Asset Skills suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For Element 2HK5/10.1 Prepare to maintain soft floors or furnishings		
K1 Why it is important to have an up-to-date cleaning specification and from whom it can be obtained K2 The level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene K3 Why it is necessary to remove your personal items and where they should be stored during cleaning K4 Why there are checks and restrictions in — place for the use of deep cleaning equipment and why these must be adhered to K5 Organisational health and safety instructions and why these should be checked against workplace procedures K6 The available methods of treatment and the most effective and economical to use K7 How to assess whether the material is suitable for the planned treatment and what factors to take into account		

Knowledge	Type of evidence	Date
For Element 2HK5/10.2 Maintain soft floors or furnishings		
K8 Why it is important to remove superficial dust and debris before commencing the deep cleaning process K9 How to soften ground-in soil and/or stains, when it is soft enough and why it is necessary and important to do this K10 How to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments K11 The circumstances under which equipment and surfaces should be pre-treated K12 Why treatments should be applied to materials evenly and the effects of not doing this K13 How to clean methodically, how you can reduce spreading dust and why this is important K14 How to avoid damaging the surface and the possible results of damaging the surface K15 Why it is important to take precautions in cleaning unsecured items such as rugs K16 The dangers of working at height using stepladders and how to do so safely K17 Why it is important to remove any excess moisture		

Additional evidence (if applicable):

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Element 2HK5/10.1

Prepare to maintain soft floors or furnishing

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Ensure your level of personal hygiene meets the standards of the specification and is maintained throughout the cleaning process									
2 Identify the correct material for treatment and decide on the most effective and economical treatment to provide									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
3 Examine the material to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling									
4 Identify whether the material is colourfast and shrink-resistant									
5 Identify and report damaged or deteriorating surfaces and/or those which may require restorative work									
6 Look for and note any factors that will affect how you clean the material									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
7 Note any standards that need to be applied to the work other than your supervisor's instructions, for example instructions held by the customer relative to the material you are to treat									
8 Make sure there is enough ventilation in the work area for your comfort when carrying out deep cleaning, and to aid any drying process									
9 Move portable objects which may get in the way while you are working									
10 Prepare your working area and your equipment so that you can do the job efficiently, correctly and safely									

Additional evidence (if applicable):

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Element 2HK5/10.2

Maintain soft floors or furnishings

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
11 Remove dust and debris before you apply the cleaning agent or treatment									
12 Soften ground-in soil and stains before trying to remove them									
13 Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the material									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
14 Examine the treated area and apply more treatment if it will help to remove the stain safely									
15 Make sure that surfaces have an even appearance when you have finished your work									
16 Leave the material free of excess moisture and ground-in soil when you have finished									
17 Put everything back as you found it									
18 Dispose of waste away according to workplace guidelines									
19 Tell the relevant person about any stains you cannot remove									

Additional evidence (if applicable):

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Unit 11:

Provide a linen service

Unit code: 2HK6/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about taking delivery of linen supplies, checking deliveries and completing any relevant forms. The unit also covers storing linen under the correct conditions and using stock rotation procedures.

When you have completed this unit, you will have proved you can:

- 2HK6/10.1 Receive and check clean linen
- 2HK6/10.2 Store and issue clean linen.

What some of the words in this unit mean

Internal deliveries for example, from other departments in your organisation

Pest infestation for example, bed bugs, rats, mice and cockroaches

Receiving area anywhere in your workplace where you receive deliveries

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Current relevant legislation relating to safe working practices when handling and storing linen		
For Element 2HK6/10.1 Receive and check clean linen		
K2 Why you should not accept damaged goods		
K3 What procedures you should follow if the amount delivered does not match orders and delivery notes		
K4 What procedures you should follow if the linen delivered does not meet the required standards of presentation		
K5 What you should do if you spot bedbugs or other infestation in clean linen		
K6 Why you should keep receiving areas clean, tidy and free from rubbish		
K7 Why you should check that linen you receive is correctly folded		
For Element 2HK6/10.2 Store and issue clean linen		
K8 Why storage conditions are important and what effect they have on linen items in storage		
K9 What procedures you should follow to store linen		
K10 Why stock rotation procedures are important		
K11 What procedures you should follow to issue linen items to staff		
K12 Why you should maintain accurate records of clean linen items received, stored and issued		
K13 Why it is important to secure linen stores against unauthorised access		
K14 What procedures you should follow to make sure pest infestation does not occur		
K15 What you should do if you identify pest infestation		
K16 The types of problems that may happen when storing linen and how you should deal with these		

Additional evidence (if applicable):

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Element 2HK6/10.1

Receive and check clean linen

What you must cover

C1 — **Deliveries** (*at least **one** from the following*)

- a) internal linen supply
- b) external linen supply

C2 — **Presentation requirements** (*at least **three** from the following*)

- a) clean
- b) free from stains
- c) free from fabric damage
- d) folded correctly

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Check deliveries of linen supplies to ensure that they match orders and delivery notes									
2 Complete delivery documentation accurately									
3 Report any discrepancies with deliveries to the appropriate member of staff									
4 Move clean linen safely to the storage area									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
5 Check linen meets presentation requirements and report any discrepancies to the appropriate member of staff									
6 Keep receiving areas clean, tidy, hygienic and secure									

Element: 2HK6/10.1 Receive and check clean linen									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Deliveries									
a internal linen supply									
b external linen supply									
C2 Presentation requirements									
a clean									
b free from stains									
c free from fabric damage									
d folded correctly									

Additional evidence (if applicable):

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Element 2HK6/10.2

Store and issue clean linen

What you must cover

C3 — **Conditions** (*at least **three** from the following*)

- a) lighting
- b) ventilation
- c) temperature
- d) cleanliness

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
7 Store linen supplies under the correct conditions									
8 Follow stock rotation procedures									
9 Issue the correct type and quantity of linen to staff									
10 Keep accurate and complete records of items received, stored and issued									
11 Report signs of missing stock immediately									
12 Keep storage areas clean, dry and secure									
13 Report signs of pest infestation immediately									

Element: 2HK6/10.2 Store and issue clean linen									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Deliveries									
a lighting									
b ventilation									
c temperature									
d cleanliness									

Additional evidence (if applicable):

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Unit 12:

Give customers a positive impression of yourself and your organisation

Unit code: 2GEN1/10

Unit credit: 5

SCQF Unit level: 5

Introduction

This unit is about communicating with customers to give a positive impression of yourself and your organisation. It involves giving customers the right impression, responding to their needs and providing helpful information.

This unit is Unit A4 from the Institute of Customer Service suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Your organisation's standards for appearance and behaviour K2 Your organisation's guidelines for how to recognise what your customer wants and respond appropriately K3 Your organisation's rules and procedures regarding the methods of communication you use K4 How to recognise when a customer is angry or confused K5 Your organisation's standards for timeliness in responding to customer questions and requests for information		

Additional evidence (if applicable):

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Establish effective rapport with customers 2GEN1/10.1

What you must cover

C1 — **Communication method** (*at least **three** from the following*)

- a) face to face
- b) in writing
- c) by telephone
- d) by text message
- e) by email (including social networking)
- f) Intranet

C2 — **Positive impression** (***all** of the following*)

- a) during routine delivery of customer service
- b) during a busy time in your job
- c) during a quiet time in your job
- d) when people, systems or resources have let you down

C3 — **Communicate with customers** (***both** of the following*)

- a) using appropriate spoken or written language
- b) applying the conventions and rules appropriate to the method of communication you have chosen

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Meet your organisation's standards of appearance and behaviour									
2 Greet your customer respectfully and in a friendly manner									
3 Communicate with your customer in a way that makes them feel valued and respected									
4 Identify and confirm your customer's expectations									
5 Treat your customer courteously and helpfully at all times									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
6 Keep your customer informed and reassured									
7 Adapt your behaviour to respond effectively to different customer behaviour									

Element: 2GEN1/10.1 Establish effective rapport with customers									
What you must cover: (Assessor to record range with reference to element requirements)									
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Communication method									
a face to face									
b in writing									
c by telephone									
d by text message									
e by email (including social networking)									
f intranet									
C2 Positive impression									
a during routine delivery of customer service									
b during a busy time in your job									

Element: 2GEN1/10.1 Establish effective rapport with customers (<i>continued</i>)									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
c during a quiet time in your job									
d when people, systems or resources have let you down									
C3 Communicate with customers									
a using appropriate spoken or written language									
b applying the conventions and rules appropriate to the method of communication you have chosen									

Additional evidence (if applicable):

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Respond appropriately to customers 2GEN1/10.2

What you must cover

C1 — **Communication method** (*at least **three** from the following*)

- a) face to face
- b) in writing
- c) by telephone
- d) by text message
- e) by email (including social networking)
- f) Intranet

C2 — **Positive impression** (***all** of the following*)

- a) during routine delivery of customer service
- b) during a busy time in your job
- c) during a quiet time in your job
- d) when people, systems or resources have let you down

C3 — **Communicate with customers** (***both** of the following*)

- a) using appropriate spoken or written language
- b) applying the conventions and rules appropriate to the method of communication you have chosen

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
8 Respond promptly to a customer seeking help									
9 Choose the most appropriate way to communicate with your customer									
10 Check with your customer that you have fully understood their expectations									
11 Respond promptly and positively to your customers questions and comments									
12 Allow your customer time to consider your response and give further explanation when appropriate									

Element: 2GEN1/10.2 Respond appropriately to customers

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Communication method									
a face to face									
b in writing									
c by telephone									
d by text message									
e by email (including social networking)									
f intranet									
C2 Positive impression									
a during routine delivery of customer service									
b during a busy time in your job									

Element: 2GEN1/10.2 Respond appropriately to customers (<i>continued</i>)									
What you must cover:									
(Assessor to record range with reference to element requirements)									
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
c during a quiet time in your job									
d when people, systems or resources have let you down									
C3 Communicate with customers									
a using appropriate spoken or written language									
b applying the conventions and rules appropriate to the method of communication you have chosen									

Additional evidence (if applicable):

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Communicate information to customers 2GEN1/10.3

What you must cover

C1 — **Communication method** (*at least **three** from the following*)

- a) face to face
- b) in writing
- c) by telephone
- d) by text message
- e) by email (including social networking)
- f) Intranet

C2 — **Positive impression** (*all of the following*)

- a) during routine delivery of customer service
- b) during a busy time in your job
- c) during a quiet time in your job
- d) when people, systems or resources have let you down

C3 — **Communicate with customers** (***both** of the following*)

- a) using appropriate spoken or written language
- b) applying the conventions and rules appropriate to the method of communication you have chosen

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
13 Quickly find information that will help your customer									
14 Give your customer information they need about the services or products offered by your organisation									
15 Recognise information that your customer might find complicated and check whether they fully understand									
16 Explain clearly to your customers any reasons why their needs or expectations cannot be met									

Element: 2GEN1/10.3 Communicate information to customers									
What you must cover:									
(Assessor to record range with reference to element requirements)									
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Communication method									
a face to face									
b in writing									
c by telephone									
d by text message									
e by email (including social networking)									
f intranet									
C2 Positive impression									
a during routine delivery of customer service									
b during a busy time in your job									

Element: 2GEN1/10.3 Communicate information to customers (<i>continued</i>)									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
c during a quiet time in your job									
d when people, systems or resources have let you down									
C3 Communicate with customers									
a using appropriate spoken or written language									
b applying the conventions and rules appropriate to the method of communication you have chosen									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational Standards.

Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Unit 13: Deal with customers across a language divide

Unit code: 2GEN7/10

Unit credit: 8

SCQF Unit level: 5

Introduction

Customer service is frequently delivered across a language divide. In a multicultural society many customers may have a different first language from those delivering customer service to them. This language divide can present a real challenge to those who deliver customer service. This unit is about preparing to deliver customer service across a language divide and seeing through that delivery. The unit covers the steps that are needed to deal with customers with different language preferences without having full access to your customer's first language. You should choose this unit if you frequently deal across a language divide. Remember, customers can be both external and internal to your organisation.

This unit is Unit B5 from the Institute of Customer Services suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 The languages that you are most likely to encounter among groups of your customers K2 How to greet, thank and say farewell to customers in their first languages K3 The importance of dealing with customers in their first language if possible K4 How to explain to a customer that you cannot hold an extended conversation in their first language K5 The importance of tone, pace and volume when dealing with customers across a language divide K6 Possible sources of assistance to use when a language barrier demands additional language skills		

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Countersigning assessor signature (if applicable): _____ Date: _____

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Prepare to deal with customers with a different first language 2GEN7/10.1
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What you must cover

C1 — **Dealing with customers** (***all** of the following*)

- a) during routine delivery of customer service
- b) during a busy time in your job
- c) during a quiet time in your job

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Identify the language or languages other than your own that you are most likely to come across when dealing with customers									
2 Learn a greeting, an expression of thanks and a farewell phrase in the language you expect to encounter									
3 Identify a source of assistance with a language you expect to encounter when delivering customer service									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4 Agree with colleagues informal signing options that may be used for key aspects of your services or products when dealing with somebody with a different first language									
5 Log useful words and phrases to support your dealings with a customer with a different first language									
6 Learn an appropriate phrase to explain to your customer in their first language that you do not speak that language fluently									

Element: 2GEN7/10.1 Prepare to deal with customers with a different first language									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Communication method									
a during routine delivery of customer service									
b during a busy time in your job									
c during a quiet time in your job									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
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Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Deal with customers who speak a different first language from your own
2GEN7/10.2

What you must cover

C1 — **Dealing with customers** (*all of the following*)

- a) during routine delivery of customer service
- b) during a busy time in your job
- c) during a quiet time in your job

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
7 Identify your customer's first language and indicate to them that you are aware of this									
8 Establish the expectations of your customer regarding whether they expect to deal in your first language or theirs									
9 Speak clearly and slowly if using a language which is not the first language for either you or your customer									
10 Maintain a consistent tone and volume when dealing with somebody across a language divide									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
11 Listen closely to your customer to identify any words they may be using in a way that differs from the way you would generally use the same words									
12 Check your understanding of specific words with your customer using questions for clarification									
13 Seek appropriate assistance from colleagues if you are unable to complete a customer transaction because of language barriers									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
14 Reword a question or explanation if your customer clearly does not understand your original wording									
15 Use a few words of your customer's first language to create a rapport									

Element: 2GEN7/10.2 Deal with customers who speak a different first language from your own									
What you must cover:		(Assessor to record range with reference to element requirements)							
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Communication method									
a during routine delivery of customer service									
b during a busy time in your job									
c during a quiet time in your job									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
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Unit 14: Maintain customer service through effective handover

Unit code: 2GEN8/10

Unit credit: 4

SCQF Unit level: 5

Introduction

Customer service delivery in a team involves many situations when you are unable to see actions through and you pass on responsibility to a colleague, for example, during a shift change. This sharing of responsibility should be organised and follow a recognised pattern. Most of all you need to be sure that, when responsibility is passed on, the actions are seen through. This involves routinely checking with your colleagues that customer service actions have been completed. This unit is for you if your job involves service delivery as part of a team and you regularly pass on responsibility for completion of a customer service action to a colleague.

This unit is Unit B8 in the Institute of Customer Service suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Your organisation's customer service procedures for the services or products you are involved in delivering K2 The appropriate colleagues to pass responsibility to for completing particular customer service actions K3 Ways of ensuring that information is passed between you and your colleagues effectively K4 Ways to remind yourself of actions that need to be checked when you have passed on responsibility to a colleague K5 The importance of checking tactfully with a colleague whether they have completed the customer service actions you were expecting K6 Opportunities for contributing to review the way customer service actions are shared in customer service processes		

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
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	P = products of the learner's work	WT = authentic statements/witness testimony
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Candidate signature: _____ Date: _____

I confirm that the candidate has achieved all the requirements of this Unit.

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Agree joint responsibilities in a customer service team 2GEN8/10.1

What you must cover

C1 — **Maintaining customer service** (*all of the following*)

- a) during routine delivery of customer service
- b) during a busy time in your job
- c) during a quiet time in your job
- d) when peoples, systems or resources have let you down

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1 Identify services or products you are involved in delivering that rely on effective teamwork									
2 Identify steps in the customer service delivery process that rely on exchange of information between you and your colleagues									
3 Agree with colleagues when it is right to pass responsibility for completing a customer service action to another									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
4 Agree with colleagues how information should be exchanged between you to enable another to complete a customer service action									
5 Identify ways of reminding yourself when you have passed responsibility to a colleague for completing a customer service action									

Element: 2GEN8/10.1 Agree joint responsibilities in a customer service team										
What you must cover:		(Assessor to record range with reference to element requirements)								
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	
C1 Maintaining customer service										
a during routine delivery of customer service										
b during a busy time in your job										
c during a quiet time in your job										
d when peoples, systems or resources have let you down										

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
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Check that customer service actions are seen through by working together with colleagues 2GEN8/10.2

What you must cover

C1 — Maintaining customer service *(all of the following)*

- a) during routine delivery of customer service
- b) during a busy time in your job
- c) during a quiet time in your job
- d) when peoples, systems or resources have let you down

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6 Access reminders to identify when to check that a customer service action has been completed									
7 Ensure that you are aware of all details of customer service actions your colleague was due to complete									
8 Ask your colleague about the outcome of their completing the customer service action as agreed									
9 Identify the next customer service actions if your colleague has been unable to complete the actions you had previously agreed									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
10 Work with colleagues to review the way in which customer service actions are shared									

Element: 2GEN8/10.2 Check that customer service actions are seen through by working together with colleagues										
What you must cover:										
(Assessor to record range with reference to element requirements)										
Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	
C1 Maintaining customer service										
a during routine delivery of customer service										
b during a busy time in your job										
c during a quiet time in your job										
d when peoples, systems or resources have let you down										

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
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Candidate signature: _____ Date: _____

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Annexe A

Evidence Requirements

SVQ Level 2 House Keeping Mandatory units

1GEN1/09	Maintain a safe, hygienic and secure working environment
Element 1GEN1/09.1	Maintain personal health and hygiene
What you must DO for 1GEN1/09.1	The assessor must assess statements P1–P2 by direct observation of the candidate's work.
What you must COVER for 1GEN1/09.1	There are no 'What you must cover' for Element 1.
Element 1GEN1/09.2	Help to maintain a hygienic, safe and secure workplace
What you must DO for 1GEN1/09.2	The assessor must assess statements P6, P9–P11 by direct observation of the candidate's work. Simulation <i>may</i> be used for P7–P8 if no naturally occurring evidence is available.
What you must COVER for 1GEN1/09.2	There must be performance evidence, gathered through observing the candidate's work for: C1 Hazards (<i>at least one from the following</i>) (a) relating to equipment (b) relating to areas where you work (c) relating to personal clothing C2 Ways of dealing with hazards (<i>at least none required from the following</i>) (a) putting them right yourself (b) reporting them to appropriate colleagues (c) warning other people C3 Emergency procedures (<i>at least one from the following</i>) (a) fire (b) threat (c) security Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

1GEN4/09	Work effectively as part of a hospitality team
What you must DO for 1GEN4/09	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions.
What you must COVER for 1GEN4/09	There are no 'What you must cover' for this unit.

2HK1/10	Clean and Service a Range of Areas
Element 2HK1/10.1	Clean and service toilet and bathroom areas
What you must DO for 2HK1/10.1	The assessor must assess statement P1–P5 and P8 by direct observation.
What you must COVER for 2HK1/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Preparations (<i>at least one from</i>) (a) use of protective clothing (b) put up hazard warning signs (c) protect surrounding areas Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2HK1/10.2	Clean and service furnished areas
What you must DO for 2HK1/10.2	The assessor must assess statement P9–P13 and P16 by direct observation.
What you must COVER for 2HK1/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 Preparations (<i>at least one from</i>) (a) use of protective clothing (b) use hazard warning signs (c) protect vulnerable surrounding areas Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

Element 2HK1/10.3	Dispose of waste
What you must DO for 2HK1/10.3	The assessor must assess statements P17–P19 by direct observation.
What you must COVER for 2HK1/10.3	There must be performance evidence, gathered through observing the candidate's work for: C3 Waste (<i>at least one from</i>) (a) hazardous waste (b) non-hazardous waste C4 Collection methods (<i>at least two from</i>) (a) external collection (b) incineration/compression (c) recycling Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

SVQ Level 2 Housekeeping Section A units

Level 2 Housekeeping unit titles
Evidence requirements are included in this document for the following units: 1HK1/10 Collect linen and make beds 1HK2/10 Clean windows from the inside 2HK7/10 Carry out periodic room service and deep cleaning 2HK2/10 Work using different chemicals and equipment 2HK3/10 Maintain housekeeping supplies 2HK4/10 Clean, maintain and protect hard floors (Asset Skills) 2HK5/10 Clean and maintain soft floors and furnishings (Asset Skills) 2HK6/10 Provide a linen service 2GEN1/10 Give customers a positive impression of yourself and your organisation (ICS) 2GEN7/10 Deal with customers across a language divide (ICS) 2GEN8/10 Maintain customer service through effective handover (ICS)

1HK1/10	Collect Linen and Make Beds
Element 1HK1/10.1	Collect clean linen and bed coverings
What you must DO for 1HK1/10.1	The assessor must assess statements P1–P4 by direct observation.
What you must COVER for 1HK1/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Linen and bed coverings (<i>at least five from</i>) (a) sheets (b) blankets/duvets (c) bedspreads/throws (d) pillow cases/sheets (e) waterproof sheets (f) valances (g) mattress protectors (h) duvets/pillows (i) bathroom linen Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
Element 1HK1/10.2	Strip and make beds
What you must DO for 1HK1/10.2	The assessor must assess statements P5–P11 by direct observation.
What you must COVER for 1HK1/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 Linen and bed coverings (<i>at least five from</i>) (a) sheets (b) blankets/duvets (c) bedspreads/throws (d) waterproof sheets (e) valances (f) mattress protectors (g) duvets/pillows (h) pillowcases/sheets C3 Beds (<i>at least one from</i>) (a) double/single beds (b) cots/folding beds (c) zip and link (d) sofa beds C4 Customer (<i>at least one from</i>) (a) new (b) stay over

	Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
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1HK2/10	Clean Windows from the Inside
1HK2/10.1	Prepare to clean windows from the inside
What you must DO for 1HK2/10.1	The assessor must assess statements P1–P3 and P5 by direct observation.
What you must COVER for 1HK2/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Preparation of work area (<i>at least two from</i>) (a) use of protective clothing (b) put up hazard warning signs (c) protect surrounding areas C2 Surfaces (<i>at least both from</i>) (a) windows (b) window frames C3 Cleaning equipment and materials (<i>at least two from</i>) (a) cloths (b) cleaning chemicals (c) squeegees C4 Dirt (<i>at least one from</i>) (a) loose dirt (b) dirt that is hard to remove Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
1HK2/10.2	Clean the inside surfaces of windows
What you must DO for 1HK2/10.2	The assessor must assess statements P6–P8 and P10–P12 by direct observation.
What you must COVER for 1HK2/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 Surfaces (<i>at least both from</i>) (a) windows (b) window frames C4 Dirt (<i>at least one from</i>) (a) loose dirt (b) dirt that is hard to remove Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

2HK7/10	Carry Out Periodic Room Servicing and Deep Cleaning
Element 2HK7/10.1	Carry out periodic room servicing
What you must DO for 2HK7/10.1	The assessor must assess statements P1–P5 by direct observation.
What you must COVER for 2HK7/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Periodic room servicing (<i>at least one from</i>) (a) turning mattresses (b) changing curtains and drapes (c) changing other soft furnishings as required Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2HK7/10.2	Carry out periodic deep cleaning
What you must DO for 2HK7/10.2	The assessor must assess statements P7–P11 by direct observation.
What you must COVER for 2HK7/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 Preparations (<i>at least two from</i>) (a) use of appropriate protective clothing (b) move furniture to clean underneath (c) protect vulnerable surrounding areas C3 Periodic deep cleaning (<i>at least five from</i>) (a) high dusting (b) vacuum under furniture and carpet edges (c) clean shower rails, plug traps, drains, gulleys and behind pedestals (d) clean pull cords, plugs and switches (e) clean skirting boards and other paintwork (f) clean air vents and extractors Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

2HK2/10	Work Using Different Chemicals and Equipment
Element 2HK2/10.1	Work using different chemicals
What you must DO for 2HK2/10.1	The assessor must assess statements P1–P5 by direct observation.
What you must COVER for 2HK2/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Chemicals (at least three from) (a) multi-surface cleaner (b) toilet cleaner (c) glass cleaner (d) air freshener (e) polish (f) sanitizer (g) other Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation. <i>*For this Unit, the assessor is only required to collect supplementary evidence for:</i> ♦ two from equipment ♦ three from attachments ♦ three from chemicals
Element 2HK2/10.2	Work using manual equipment
What you must DO for 2HK2/10.2	The assessor must assess statements P6–P10 by direct observation.
What you must COVER for 2HK2/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 Manual Equipment (at least five from) (a) mop systems for wet use (b) mop systems for dry use (c) colour-coded cloths (d) duster (e) bucket (f) sponge/non-abrasive pad (g) brushes (h) dustpan (i) abrasive pad Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

	<i>*For this Unit, the assessor is only required to collect supplementary evidence for:</i> ◆ <i>two from equipment</i> ◆ <i>three from attachments</i> ◆ <i>three from chemicals</i>
Element 2HK2/10.3	Work using electrical equipment
What you must DO for 2HK2/10.3	The assessor must assess statements P11–P15 by direct observation.
What you must COVER for 2HK2/10.3	There must be performance evidence, gathered through observing the candidate's work for: C3 Electrical Equipment (<i>at least one from</i>) (a) vacuum cleaners (b) suction dryers (c) polishers/burnishers (d) scrubbers (e) spray extractors C4 Attachments (<i>at least two from</i>) (a) hard/soft floor attachments (b) upholstery attachments (c) brushes/pads (d) crevice tools (e) spray extractors/nozzles (f) hoses C5 Chemicals (<i>at least two from</i>) (a) carpet shampoo (b) foam inhibitor (c) spray polish (d) floor maintainer (e) floor stripper (f) degreasers (g) greasy stain removers (h) non-greasy (i) stain removers (j) cleaning granules Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation. <i>*For this Unit, the assessor is only required to collect supplementary evidence for:</i> ◆ <i>two from equipment</i> ◆ <i>three from attachments</i> ◆ <i>three from chemicals</i>

2HK3/10	Maintain Housekeeping Supplies
2HK3/10.1	Receive and check housekeeping supplies
What you must DO for 2HK3/10.1	The assessor must assess statements P1–P5 by direct observation.
What you must COVER for 2HK3/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Deliveries (<i>at least one from</i>) (a) external suppliers (b) internal suppliers C2 Housekeeping supplies (<i>at least two from</i>) (a) equipment (b) materials (c) customer supplies Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
2HK3/10.2	Store and issue housekeeping supplies
What you must DO for 2HK3/10.2	The assessor must assess statements P6– P11 by direct observation.
What you must COVER for 2HK3/10.2	There must be performance evidence, gathered through observing the candidate's work for: C3 Housekeeping supplies (<i>at least two from</i>) (a) equipment (b) materials (c) customer supplies C4 Storage conditions (<i>at least three from</i>) (a) lighting (b) ventilation (c) temperature (d) cleanliness Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

2HK4/10	Clean, Maintain and Protect Hard Floors
Element 2HK4/10.1	Prepare to maintain hard floors
What you must DO for 2HK4/10.1	There are no 'What you must do' for 2HK4/10.1
What you must COVER for 2HK4/10.1	There are no 'What you must cover' for 2HK4/10.1
Element 2HK4/10.2	Clean hard floors
What you must DO for 2HK4/10.2	There are no 'What you must do' for 2HK4/10.2
What you must COVER for 2HK4/10.2	There are no 'What you must cover' for 2HK4/10.2
Element 2HK4/10.3	Protect hard floors
What you must DO for 2HK4/10.3	There are no 'What you must do' for 2HK4/10.3
What you must COVER for 2HK4/10.3	There are no 'What you must cover' for 2HK4/10.3

2HK5/10	Clean and Maintain Soft Floors and Furnishings
Element 2HK5/10.1	Prepare to maintain soft floors or furnishings
What you must DO for 2HK5/10.1	There are no 'What you must do' for 2HK5/10.1
What you must COVER for 2HK5/10.1	There are no 'What you must cover' for 2HK5/10.1
Element 2HK5/10.2	Maintain soft floors and furnishings
What you must DO for 2HK5/10.2	There are no 'What you must do' for 2HK5/10.2
What you must COVER for 2HK5/10.2	There are no 'What you must cover' for 2HK5/10.2

2HK6/10	Provide a Linen Service
Element 2HK6/10.1	Receive and check clean linen
What you must DO for 2HK6/10.1	The assessor must assess statements P1, P2 and P4–P6 by direct observation.
What you must COVER for 2HK6/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Deliveries (<i>at least one from</i>) (a) internal linen supply (b) external linen supply C2 Presentation requirements (<i>at least three from</i>) (a) clean (b) free from stains (c) free from fabric damage (d) folded correctly Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2HK6/10.2	Store and issue clean linen
What you must DO for 2HK6/10.2	The assessor must assess statements P7–P10, P12 and P13 by direct observation.
What you must COVER for 2HK6/10.2	There must be performance evidence, gathered through observing the candidate's work for: C3 Conditions (<i>at least three from</i>) (a) lighting (b) ventilation (c) temperature (d) cleanliness Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)
Element 2GEN1/10.1	Establish effective rapport with customers
What you must DO for 2GEN1/10.1	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN1/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Communication method (<i>at least three from</i>) (a) face to face (b) in writing (c) by telephone (d) by text message (e) by email (including social networking) (f) Intranet C2 Positive impression (<i>All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job (d) when people, systems or resources have let you down C3 Communicate with customers (<i>Both</i>) (a) using appropriate spoken or written language (b) applying the conventions and rules appropriate to the method of communication you have chosen Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

Element 2GEN1/10.2	Respond appropriately to customers
What you must DO for 2GEN1/10.2	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN1/10.2	There must be performance evidence, gathered through observing the candidate's work for: C1 Communication method (<i>at least three from</i>) (a) face to face (b) in writing (c) by telephone (d) by text message (e) by email (including social networking) (f) Intranet C2 Positive impression (<i>All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job (d) when people, systems or resources have let you down C3 Communicate with customers (<i>Both</i>) (a) using appropriate spoken or written language (b) applying the conventions and rules appropriate to the method of communication you have chosen Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2GEN1/10.3	Communicate information to customers
What you must DO for 2GEN1/10.3	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN1/10.3	There must be performance evidence, gathered through observing the candidate's work for: C1 Communication method (<i>at least three from</i>) (a) face to face (b) in writing (c) by telephone (d) by text message (e) by email (including social networking) (f) Intranet

	C2 Positive impression (<i>All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job (d) when people, systems or resources have let you down C3 Communicate with customers (<i>Both</i>) (a) using appropriate spoken or written language (b) applying the conventions and rules appropriate to the method of communication you have chosen Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
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2GEN7/10	Deal with customers across a language divide (ICS)
Element 2GEN7/10.1	Prepare to deal with customers with a different first language
What you must DO for 2GEN7/10.1	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN7/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Dealing with customers (<i>at least All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job
Element 2GEN7/10.2	Deal with customers who speak a different first language from your own
What you must DO for 2GEN7/10.2	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN7/10.2	There must be performance evidence, gathered through observing the candidate's work for: C1 Dealing with customers (<i>at least All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job

2GEN8/10	Maintain customer service through effective handover (ICS)
Element 2GEN8/10.1	Agree joint responsibilities in a customer service team
What you must DO for 2GEN8/10.1	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN8/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Maintaining customer service (<i>at least All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job (d) when peoples, systems or resources have let you down
Element 2GEN8/10.2	Check that customer service actions are seen through by working together with colleagues
What you must DO for 2GEN8/10.2	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN8/10.2	There must be performance evidence, gathered through observing the candidate's work for: C1 Maintaining customer service (<i>at least All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job (d) when peoples, systems or resources have let you down

